

## **ROYAL BOROUGH OF GREENWICH - JOB DESCRIPTION**

**DEPARTMENT:** Communities, Environment & Central Services - Parks, Estates & Open Spaces

**SECTION:** Bereavement Service - Eltham Crematorium Joint Committee

**DESIGNATION OF POST:** Crematorium Assistant & Gardener

**REPORTING TO:** Crematorium Operations Manager (COM)

**POSTHOLDER GRADE:** Sc 5

### Purpose of Job:

- i. Under the direction of the management take pride and ownership when carrying out a range of high quality, efficient; customer focussed operational Crematorium Services in accordance with all applicable regulations, health, safety, codes of practice, and all RBG policies and procedures. Update all associated IT systems, mobile, chapel audio / visual as required, always comply to GDPR regulations. Ensure the Crematorium Grounds, Garden of Remembrance and public facilities are maintained to the highest standards of safety, cleanliness for all service users, including the installation and maintenance of memorial plaques and Niches
- ii. Maintain a sensitive, empathetic, reverent, and caring manner to those bereaved, always taking ownership and responsibility for actions whilst acting with integrity to keep the services free from litigation. Support and advise visitors, colleagues, and all stakeholders as required. Assist management with all events including weekend working, site security and out of hours as required, including contractor access. Ensure all Crematorium facilities, signage, grounds and award-winning Garden of Remembrance are cleaned and maintained to a very high standard and carryout regular checks to ensure they are always safe to use. Take appropriate corrective action as required to maintain compliance.
- iii. Ensure crematorium facilities and grounds are unlocked and locked at specified times as directed; Provide access to contractors as advised by the COM.

### Main Duties:

- I. Maintain the crematorium site to a very high and clean standard and to carry out small minor repairs or maintenance as requested; such tasks will include:
  - a) The careful removal and disposal of floral tributes from the grounds and memorial facilities
  - b) The collection and disposal of litter and emptying of litter bins.
  - c) Sweeping/blowing of all hard surfaces (including leaf clearance).

- d) General grounds maintenance including grass cutting, shrub bed maintenance, hedge trimming, hoeing, edging of memorial beds and lawns, composting and all other associated tasks to ensure the grounds maintain the highest standards.
  - e) Sweeping and cleaning of toilet facilities, pavilions and other crematorium buildings.
  - f) Using a range of hand and mechanical tools to maintain the grounds and facilities.
  - g) Snow/ice clearing and gritting of pathways.
  - h) Clean and maintain work and staff areas
  - i) Small repairs as requested (painting, refixing etc)
  - j) Carry out constructional labouring work as directed.
  - k) Plant trees and maintain bases with attention to all health and safety issues relating to underground services.
- 2) Use and generally maintain the standard range of garden tools and equipment. There is also a requirement to use powered hand tools and lawn mowers etc and graffiti removal. Subject to appropriate licensing/certification. Full training will be provided on the correct use and maintenance of each item.
  - 3) To maintain accurate record, both written and electronic, of equipment, machinery, where appropriately trained and licensed undertake chemical weed control record the use of weedkiller and other products as applicable.
  - 4) Participate in the promotion of the Crematorium by participating in the annual programme of events to include services of remembrance and stakeholder's liaison meetings. Flexibility to attend early and late meetings/events/emergencies and deliver the Crematorium Service outside standard hours to ensure that services provided are responsive to customer/client needs.
  - 5) Implement practical application of nature conservation, ecological management and rewilding, to improve the ecosystem of the Crematorium as directed, identification and removal of alien invasive species and coppicing to encourage biodiversity.
  - 6) Care for and maintain ponds and other water features including planting and managing aquatics and marginal plants to aid biodiversity, check the water levels, flood alleviation and remove dead pondlife when required.
  - 7) When requested, be a key holder to crematory and associated buildings and be responsible for the security of the site inc'; setting of alarms, closing, locking, unlocking all doors, windows, security grills and gates as and when requested.
  - 8) Carry out an efficient and caring operational process for the retention and disposal of all cremated remains. Also carry out and ensure arrangements for witnessed burial of Ashes are undertaken efficiently, sensitively and receive legal documentation as required with the applicant in attendance, unless otherwise stated.

- 9) Advise the Crematorium Assistant Operations Manager (CAOM) of items requiring repair or maintenance, completing, and submitting any necessary forms as appropriate. Use electronic devices or paperwork systems as required. Work in accordance with scheduled work programmes.
- 10) Always wear the appropriate uniform, paying particular attention to detail to your attire when carrying out duties. Always have spare uniform stored and ready for use in your personal locker. Ensure you present a smart, clean, and tidy appearance at all times.
- 11) Represent the Crematorium in a respectful, reverent, and dignified manner always. Maintain a welcoming, supportive, caring and can-do atmospheres for all stakeholders whilst applying a consistent approach to all users in accordance with the Crematorium's internal policies, procedures and processes.
- 12) Able to carry out chapel duties including: the cleaning and preparation of the chapel for funeral services to cover absence. Always apply due diligence to each service and make adaptations to accommodate the needs of those requiring assistance. All duties to be carried out to the highest standards and in accordance with industry specific codes of practice, to support the family with their final farewell.
- 13) Liaise with the Funeral Directors, Ministers, Musicians and Celebrants on arrival to cross reference order of service, music requests, photo tributes and all associated funeral proceedings to ensure all applicant requests are met and delivered, raising any concerns with the CAOM / COM for guidance / authorisation to proceed.
- 14) Under the direct supervision of a certificated Cremator Technician assist with the operation of the cremators and ancillary equipment in accordance with the manufacturer's specifications and industry specific codes of practice.
- 15) Initiate and manage all duties in a manner that respects the environment and to positively reduce environmental impacts, minimise waste and recycle materials wherever possible, in association with the Councils Carbon Neutral Plan objectives.
- 16) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection Act, the Council's Equal Opportunities and Customer Care policies, and relevant legislation.
- 17) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 18) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR regulations, the Council's Equal Opportunities and Customer Care policies.
- 19) To perform all duties in line with Council's staff values showing commitment to improving resident's lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council

20) To undertake any other work appropriate to the level and general nature of the post's duties.

21) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.